

89. Are you currently having to work around aspects of the Edison Financial component to accomplish your job duties? Please explain:

Wave 1

1. I cannot tell my supervisor which transactions make up a given account balance on a budget report with certainty because we do not have a monthly transaction listing by cost center within allotment code that we had with STARS
2. Division of Purchasing is slow to add new Contracts in Edison. I have to wait for the contract to be loaded. They do not keep the buyers informed about which contracts have expired, and who has gotten the new contract- ex. Office Supplies.
3. The concept would have allowed the system to communicate with internal systems; not the case in production
4. Every process that we should be doing has a work around or has be completed by trail and error if the process does not work as Edison states it should.
5. Travel approval is a nightmare. I have to plan a great amount of time; I can't count on the system working correctly. If I make an error in expenses (even a very small one), rather than a quick correction through our fiscal 'super-users', the report has to be rerouted for re-approval, taking my time and my supervisor's time.
6. functionality within the ivenntory module does not work as expected, receiving in inventory module cannot be performed against purchase order, multiple units of measure are not supported
7. interfaces do not link up with our current system
8. The descriptions could have been the same so we wouldn't have to type a bunch of different descriptios to pull up and item. Example Post it--- listed as self adhesive pad. The fact that the contracts for office supplies expired and was not reloaded. So now we have to do specail orders or Direct PO's to receive our supplies.This is a time consuming process.
9. Journals between agencies requires external communication between agencies in order to get all side of the journal approved so Accounts can release by the close of the month in which the journal was generated.
10. I have to go thru [NAME REDACTED] to help me approve mileage when I should be able to do it by myself
11. I still run into problems.
12. The Edison Procurement program does not calculate APCAT (As Per Catalog) percentages.

13. Approvers have to be notified and sometimes that takes several days. And when the system changes quantities, correction has to be made and the approval process started again. Not having the cost of goods on the contracts is a delay.
14. No one knows how to do I types in Edison, behind on billings. Having to do work in stars and edison because everyone is not in edison yet.
15. All contracts are not in Edison and if they are their not always correct. all vendors are not always correct
16. I must enter the Expenditure Account and Department ID codes during the review and submit phase of E-pro after entering the information in the Line Defaults.
17. Edison takes more time to complete a task that before took 1/3 the time. It's very time consuming and you still have a paper trail just to make sure you have all the information.
18. Must log in as supervisor in order for secretary to utilize.
19. As a [POSITION REDACTED], I have no direct contact with most (nearly all) of the various financial functions. So far, I only have to provide time data once or twice a week for my supervisor to enter and to prepare travel expense claims. We have to submit our time worked one, two, and sometimes three days in advance of the actual work day. This requires anticipating your work time, leave time and sick time. While we are paid directly for overtime, it is accumulated for future use and possibly payment down the road. It is very easy for employees to provide false data when providing time worked in advance of actual time worked. It may be intentional or accidental. If actual time worked is different then it is very difficult to have it corrected. We have been asked not to work extra hours. Without working extra hours, it is hard to complete audits timely, respond to taxpayer questions, etc. Therefore, I have resorted to just working the time to get the job done and reporting 7.5 hours each day. I do keep track of my actual time worked in a manual diary so that I know what my status is. This is not a good situation. It is not, however, an issue that should require abandonment of Edison. But it should be put on a list of issues to correct.
20. still processing invoices and p card the old way. Someone is doing the financial component for us
21. cannot complete duties
22. Edison is very time consuming, does not adequately prompt you through solving mistakes
23. using old systems and procedures
24. We are unable to create Events with special term and condition, standard terms and conditions. Agencies do not know when an item they want is an asset or not, and when they need to get Item#'s so that the Event can go through.

25. Unable to get award and payment information from Edison to make audit requirement decisions. Still working on getting information for billing (almost have it). Trying to schedule when to perform certain tasks to work around the payroll cutoff dates and limit the need for adjustments.
26. Extra entry...extra validation....more screens to process
27. Have figured out backdoors in order to get work done in a timely manner.
28. Too time consuming
29. Invoices due but cannot be processed through Edison timely must be handled by fiscal office staff; when contract/vendor information is not matched or loaded, we must wait on Purchasing staff to do their parts or system to do weekend runs to load in information. I have waited almost three months for one vendor to be completed in Edison to pay his invoices.
30. We are having to prepare reports for Federal billing that Edison does not supply for both payroll and General Ledger to be able to bill the Federal Government. Scanning documents takes time because sometimes Edison will accept the scans and other times, users have to close the system and reopen it to get Edison to accept the scanned documents. With recurring payments still being paid in the legacy system, we are having to download them and put both systems in one database to try to make one smooth monthly billing. While the reports that we do get are not consistent. Payroll come in detail while the rest of the General Ledger is summarized. If you make a mistake on a screen, you cannot correct the mistake, you have to re-enter the whole screen.
31. The system goes down sometime in the middle of filling out stuff and you loose data and have to start again. You submitt and the data becomes missing in the system and you have to resubmitt again.
32. Travel reporting is much more difficult
33. What once took five minutes per employee, now takes 20 minutes. Multiply that by 13 employees and you can see my problem! I do not see the benefit of this system.
34. Contracts are expiring and I cannot bid them out because sourcing is not implemented. Agencies are having to go above and beyond to get their properties mowed. This is just one instance. I have many more.
35. yada, yada
36. Asset Management totally inoperable. Lack of information necessary to perform job functions. Lack of access to necessary modules. Lack of reports with necessary information. Lack of proper documentation to give purchasers.
37. takes to long

38. When entering time or leave you have to submit to supervisor and if they are not in you are waiting for someone to approve. Travel expense claims are not user friendly. Mistakes are not always found by the first approver sometimes it would be days before you are notified there is a mistake and if you are doing travel for supervisors you are not notified until after they are notified. When requesting travel especially out of state travel for supervisors it is like writing a book. You have to have just as much paperwork or more than before EDISON only this has to be scanned and attached to EDISON and sometimes (about 70%) of the time you get a bounce back block with a comment like 'FIRST OPERAND OFIS NULL SO CANNOT ACCESS MEMBER PENDING' this is similar I don't remember all of them.
39. We can't order needed supplies due to the complicated process of the ordering procedures. Having to buy supplies out of pocket. Taking time away from my duties to assist others in entering travel into the system.
40. Since we have to use Facility Max to incorporate our utility payments into Edison, our work has almost doubled.
41. 1)It is difficult to find specific information within each module to make accounting correction.2)We have to wait for project resource to send us a billable worksheet every day in order to draw down federal funds.3)We are unable to track where Accounts Payable vouchers are in the process.
42. Interims, Evaluations and Job Plans
43. role mapping issues remain a problem. New Food contracts have not been corrected in Edison and neither have the APCAT purchases which create confusion and some difficulty for my buyers. Overall I enjoy Edison and feel it is far more current than the old systems. I believe the key to working efficiently in Edison is the training. Everyone should take all of the training classes associated or interfacing with their duties rather than just those classes immediately tied to their job. When you understand how the modules interface and can view the entire process objectively, the functionalities of each module are clearer and it becomes easier to work in Edison (because you understand the overall process rather than one or two functionalities). Because of my position within our agency, I attended each of the training classes for every module and feel very blessed to have had the training. I believe it has been much easier for me and my staff because of the training. I would encourage strongly those agencies and staff having difficulty to attend additional training and familiarize themselves with the interface of each module.
44. Inventory module is not functioning
45. Edison is a constant nurture; always having to re-do, re-enter, not to mention redundant task.
46. use other vendors, cancel staff credit cards to limited users,
47. Sometimes still refer to the manual.

48. working around
49. Our agency is having to rely on outside agencies (Federal government) to confirm revenue transactions. Also, indirect cost calculations are not made at the same time the base expenditure processes, and this creates a timing difference in the calculation and collection of indirect cost revenue.
50. I don't know what you want.
51. Can F&A Edison and Accounts function as a state unit resolving issues as a whole?
52. Prior to implementation approval for contract employees was entered by my secretary based on their timesheets..now I MUST DO..add burden to an already stressful position.
53. When processing vouchers, the correct information is never carried over from the PO....the whole point of being able to copy from PO.
54. Items to be requisitioned are not listed on eProcurement; the contracts are not entered, so items tied to that contract cannot be placed through Edison.
55. We cannot scan p-card transactions in time frame given for bank reconciliation.
56. IT TAKES A HALF HOUR TO DO WHAT USED TO TAKE LESS THAN A MINUTE. IT'S VERY TIME CONSUMING. IT IS NOT A MATTER OF NOT WANTING TO LEARN A NEW SYSTEM, IT'S A MATTER OF A POORLY DESIGNED AND USER UNFRIENDLY PRODUCT. IT MAY BE PRETTY BUT IS NOT FUNCTIONAL
57. Asset Management module may as well not exist for what benefit it is being.
58. Journal vouchers do not work, the Property Utilization Division is not getting paid. Fiscal has to manually force invoices into the Edison system. The Asset Management module is not working correctly and the Edison people who are working on the Asset module do not have the security to access the entire module.
59. taking time to fill out surveys
60. You must "Juggle" some times to make Edison accept it correctly.
61. I review and approve contract and have to work around not being able to see the contract number on my worklist to get the specific item to be approved.
62. Keep other records to supplement the Edison records.
63. My worklist does not work correctly. Several calls have been put into the Edison helpdesk. My worklist will be fixed for a while, then it goes back to not working correctly. We have set up a process by which folks e-mail me when they are sending

something for approval and I have to approve from the left side to get it to approve. We are not supposed to do this, but it is necessary to get the transactions to move.

64. Making ACH work, Downloads, interfaces
65. no process can be worked thru at one time, a meeting is needed to move any item or step forward
66. E=procurement with edison. slow. having to make sure i hve plenty of spare time when doing these
67. We have to work around interface problems.
68. When I entered leave before, I could do it a lot faster. Also, the expense claim is so much harder and takes a lot more time.
69. Example--a separate worksheet is kept for revenue because it is brought in on one invoice in Edison. Revenue is not track by project/grant numbers.
70. CDS funds for families are paid out of Edison. We get calls daily from famlies who were told they would get the funds and have not.
71. ordering supplies takes forever
72. Many of our purchasing Procedures are being compromised.
73. can't do separate trips on the same day, links in email for approvals needed don't work, staff having to keep duplicate hard copy records until they can get to computer, staff entering a lot of data, get a phone call or visitor and time out, lose everything
74. Entering supply orders for 17 items it can take up to a 1/2 day. Items can not be found easily. No pictures to be sure you are getting the right item. To much time spent in having to fill out each line item ship to; due date; etc. This should automatically populate in.
75. Journals don't work. Financial reporting is innacurate and time consuming. Chartfields have been wrong for one employee since Feb.
76. The assets module was not fully implemented when EDISON wave 1 came online. Once EDISON activated the module we were able to enter our asset items. EDISON has since restricted access to the module in an all or nothing security model. We will have to maintain a seperate system for our asset items instead of using EDISON like we were promised.
77. Everything I do and supervise is a work around. I have no reports to present to my board for current year spending. I am estimating based on last year's spending. employees are still unable to successfully key their own travel authorizations and claims, so I am sitting with them while they do them, though between all of us, we have yet to get a successful

TA or claim through without several attempts and rejections and random button clicking. I send our contract summary sheets to our accountant to code because no one is still sure what to put in so that the federal dollars flow correctly. I personally gave up on a travel claim because it was so hard to key it was easier just to pay for the mileage myself than to take time away from my job to figure Edison out.

78. Forced to access Edison beyond contracted time of employment to record hours worked every week of the year even though only contracted for 10 months of the year.
79. In the procurment card reporting section the search criteria does not always work and there are dating issues that cause it to pull incorrect data per posted date and transaction date. Must play with the dates to get the correct reporting that show incorrect dates and cannot use card number to search due to an error in that search function. It will bring back no transactional data if card number is used to search. The tax paid button is also default checked when most credit card transactions do not have tax. This should not be default checked. It should be manually able to be checked as tax paid is rare.
80. make document amounts equal system amounts--this mostly policy issues
81. We are required to spend much more time completing time details and it's required each week now, whereas before it was required once every two weeks. I am sure the decision to go to this system was well thought out, though, and over the long run it will be a good system.
82. entering information for invoicing is very time consuming, getting invoices paid is time consuming - there are numerous steps, during the approval process items may be kicked out for no apparent reason by a reviewer and we are not notified that there is a problem, information changes constantly and is not often reported back to us,
83. It's hard when some agencies are still on STARS and some are on EDISON.
84. Federal drawdown has to be modified every day, cannot track for cash management. Large feeling of apprehension regarding year-end closing with no reliable accounting reports. Payroll issues in some instances are repetitive every month. Many man hours required to audit and correct accounting data when correct reports are received. Correct expenditure (comparable to STARS 804) reports for January, February and March not received until April. Multiple payroll transactions process without reference to project/grant ID, the field is blank. Requires lots of hours to research and correct these accounting transactions. Some payroll accounting errors are human error. Transactions referencing 'combo codes' are not human errors, these are system errors. Also, have discovered in the last few days, benefits are calculating incorrectly for supplemental payments on career ladder. Employee is being shorted on retirement benefits and possibly other benefits, too.
85. I'm having to pull information from different sources to prepare federal billings out, because there is no one place that provides everything I need and the program managers need to see.

86. Difficulty in having vendors paid on time. I seem to spend a fair amount of time talking vendors out of NOT stopping business with us.
87. Contracts not loaded from TOPS into Edison, require work around Asset issues, require workaround
88. Inovah cashiering is unavailable prior to start of work day, primarily on Mondays and Tuesdays; may go offline, validation equipment unreliable
89. The contracts that were converted to Edison are not usable. It is not possible to order from them as they are. For a 1 time purchase, I must complete a spreadsheet and submit it to Purchasing for them to create the item id in Edison. They are so backed up it could days or weeks. We have allowed 2 contracts to lapse rather than try to get them entered into Edison. Anything in Edison takes about 3 times longer than previously.
90. Waiting for customers to be entered into the system; waiting for addresses to be corrected. And internally, sometimes tracking down bills that somehow were not entered into Edison.
91. no
92. Approval workflow rarely works...I must manually track down the location of the approval duties within the flow in order to facilitate the approval of Purchase Orders, etc.
93. contracts not loaded into edison discount from catalog require extra step time to enter long list of items/enter as lot due to time restraints
94. Contracts are not being loaded in a timely manner. Agencies are having to use a direct purchase order to order the products they need.
95. there are certain contracts that still have not been loaded in to the Edison system which requires me to have to search and to contact a person to load the contract price, there also are alot of lines on contracts that are not tied to the contract, which I know are contracted items.
96. Work around is required to approve billing invoices.
97. Considerable assistance from super users to use components related to appropriate assignment of access and approval.
98. Can not bill surplus property out of inventory module.
99. When working in epro. Have to go back and reenter information more times than not. We double work to accomplish the same goal. Have to creat a req to get a PO. If we already have a contract with a vendor we should not have to use e-pro. It is a waste of time. It is a waste of time since the same people who approved the req have to back and approve the PO. That is double work and time wasted.

100. Generic Edison ID's to order Itmes that need assett tagging. Did anyone not know before January 5th 2009 that the State of Tennessee tags specific items? How can you go live without this very important part of the State's operations being totally overlooked. a terrible mistake that has caused a lot of problems for a few months now
101. I am unable to obtain reports needed to do my job. I am currently having to depend on manual record keeping. Also files that have expirations dates as not automatically expiring in Edison. We are having to manual turn off contracts or insurance for vendors when they expire. I am having to build new business process to overcome Edison limitations within the purchasing system.
102. MORE TIME SPENT ON SIMPLE TASKS
103. There are numerous aspects to doing a purchase in Edison that require "work aournds" that should have been listed in the RFP as requirements for the system such as a discount from catalogue. A requirement that all of the terms and conditions could be in one pull down instead of several. That the "event" cannot be listed as a bid. Basically the whole module for Purchasing is a "work around".
104. have to use work arounds proposed by the Edison team themselves.
105. none
106. More screens to scan and codes to verify
107. Sometimes I have to put off doing the work in Edison, b/c Edison is not working properly
108. Can't get information out of Edison. Must rely on excel and other off line data.
109. Edison takes too much time. I have to input my time/expenses and well approve those those who report directly to me. The deadlines are too restrictive, plus it takes too much time to input all the data to complete the travel claim. There too many steps to completing a travel claim. For one day it takes two or three steps to input point to point, another for vicinity mileage, another for lodging, a separate step for tldging taxes, another for per diem, and another for parking, etc. That just for one day.
110. Need travel query on staff; have to call Help Desk
111. Work Arounds:1. The original intent was for Edison to be used for creation of the procurement documents through contract approval. After attending training, it became clear that the services procurement process was not adequately vetted when designing the procurement modules. Now, I do not use Edison until the contract has been awarded and is ready for the internal State signature process.2. Parts of the approval stream must have "adhoc approvals" inserted. This opens the process up to human error and creates an unnecessary waste of time for the coordinator to constantly monitor the status of the contract approval.3. If the contract approval must be canceled and restarted, any notes from the approvers are lost. The coordinator must retain screenprints and re-enter what

they can so the approvers down the line will receive an explanation as to why they are required to approve a contract they previously had.

112. Creating and updating excel spreadsheet. Printing screen prints to prove information was keyed correctly. Keeping journals or outstanding purchases.
113. State Purchase Card Program takes three or four times as long to complete a purchase and reconcile your charges. State Contract purchases take twice as long to process and receive goods as before. Reimbursement of federal funds is basically none existence. Payment for goods has come to a stand still in many cases. Utility companies have threatened to cut off services due to none payment. Contractors and consultants have been four to five months in receiving their payments.
114. Running two system
115. We are processing as many requisitions as possible through the Tennessee On-Line Purchasing System (TOPS) due to the inability to process requisitions/ Events in Edison. 2. Since Go-Live in January, Purchasing Division has awarded a total of four Telephone bids (quotes received via fax and prices entered into Edison). No Invitations to Bid (aka Events) have been processed through the Edison system to create purchase orders or contracts. 3. The Edison Sourcing Module is completely unusable with multiple new and various errors experienced daily. 4. Have continued to renew and update the TOPS contracts as the Edison system does not have the ability to print contracts.
116. Some contracts did not properly convert from TOPS to Edison. Orders were having to be keyed as local purchase in order to get needed supplies.
117. I can not just produce a contract and enter thee information in Edison, I have to put the contract through in house reviews. I have to do double the paperwork because I am the only one that can review the information in Edison. I also have to make copies of everything I give to people to review in case it is lost. I am using twice as much paper!
118. Still working in old system and in new system, while waiting for Wave 3 to be implemented.
119. travel line items are listed as duplicate entries when they are not
120. I have had to put allotment codes, contract ID numbers, etc., back into the purchasing side of FSCM. Also, the amounts change when you put the contract ID numbers back into purchasing (i.e., if you had an amount of 10, it goes down to 1 when you put in the contract ID, so you have to put 10 back in for the quantity). Furthermore, I have to monitor every screen I go to because information that is suppose to autogenerate may not autogenerate or may not autogenerate correctly. My coworker and I also have had trouble approving amounts within purchasing on certain days because other agencies are putting in their travel claims or performing other tasks, which cause the approving amounts screen to freeze (i.e., PROCESSING continues to blink). There are other issues, but I need to finish this survey and get back to work.

121. travel does not add if you delete point to point miles. so you create a manual travel claim to make sure it adds correctly. also mileage points are not accurate and they charge too many miles.
122. Work arounds are due to the failure of Purchasing to manage thier procedures. System works fine, but General Services is lacking managment skills.
123. yyy
124. I used to be able to access STARS data via FDAS. Currently I have no access to financial data. Therefore, I have not been able to my job as in the past.
125. because Edison does not work
126. Because you have to do "trial and error" to see if it works.
127. We keep paper time sheets to accumulate project data
128. Instead of fixing issues they are giving me a work around to get the item finished and then they say they will figure it out but you don't hear anything else from them.
129. Process times and Approvals
130. Contracts are not fully entered. Prices change on the [PERSONALLY IDENTIFYING INFORMATION REDACTED] contract from req to purchase order.
131. I can't look up items on Contract or which vendors are registered with the State .
132. The system won't do what it's supposed to do until certain steps are completed, however we can't finish these steps until the system let's us.
133. Combine several queries into one spreadsheet to create reports that we were told over 1 year ago that Edison would provide for us.
134. We had to be created and go around comuter equiETT to acomplise are task.
135. Must enter financial data already submitted on a manual form.
136. Every "issue resolution" presented by Edison is in the form of a work-around. From ordering APCAT items to ordering Asset items to managing items on contracts to creating contracts to creating, bidding, sourcing and awarding Events. Everything is a work-around.
137. It's extemely slow and you have to wait for everything to process and there are alot more steps to everything. Before what would have took me 10 minutes to complete start to finish it now takes hours.....
138. Working with County Trustees and LEA on flow through funds. Vendor self serve continues to confuse County Trustees. The funds are not broken down and described in

an effective way. Trustees continue to have to back into what makes up a payment. The most frustrating thing about this is that no one who works with Local Government was consulted during the Edison implementation. State Accounting is not Local Government Accounting but for some reason it is just blown off like it is not a big deal.

139. I have to develop my own strings of reporting components to arrive at the reports that I needed.
140. Spend much time searching for office supply items to replace consumables. Catalogues are not intuitive. Try finding the tabs that flag pages!
141. Requisitions and purchase orders will be processing smoothly, and then all of the sudden there are changes made to the system that have stopped or slowed down the purchasing/payment process. If Edison would let users know of potential changes or problems it would cut down on the frustration. If the user knows the system is experiencing a problem, then they won't think it's a user error.
142. Approving leave and attendance required to be completed weekly as opposed to twice a month with prior system.
143. Having to enter requisitions for contract releases which then lead to purchase orders. This takes far more time than previous to accomplish a release order. Also have to spend four times as much time entering info for procurement cards weekly as compared to monthly.
144. double paper work and people (bosses) in Nashville do not know how to find things in Edison so they have us print it out and send it to them
145. Edison will not interface with the M5 module and we can not bill other agencies for vehicle usage, nor will the depreciation calculate correctly.
146. Everyday you have to spend hours checking for request and approving.
147. I have to maintain Excel spreadsheets to keep track of items invoiced, paid and deposited into Edison. I am basically keeping an additional set of records outside of Edison because it is so unreliable and unstable. What works one day will suddenly fail the next day for no apparent reason. For example, I have to write down all of the invoice numbers prior to running the single action invoice process so that I can then double check that all of the invoices were processed and didn't end up in some other agencies run.
148. I find myself having to explain to families why they are not receiving their consumer direct support funds and agencies are not being paid to provide services.
149. There are problems that occur sometimes when an agency attempts to make a change to their voucher and they cannot get the voucher to go back into the workflow. They must do a work around and blank out and change fields, save, and then put them back to their original status and then save again to make the voucher re-enter the workflow.
150. Trying to figure out how to find what I need to accomplish tasks.

151. x
152. edison will only except whole numbers in places that needs to except fractional numbers.
153. Due to lacking informaion - ie contracts not downloaded to edison, item numbers not in edison, we have a work-around to enter POs
154. I have to wait until something has run before I can complete a timesheet approval rather than immediate approval. This requires going back into the program multiple times for one transaction.
155. The pcard process is to complicated so I choose not to use it.
156. Would like for purchasing to be more user friendly - ordering basic office supplies and copy paper should not be so hard and time consuming - items should be readily available on line in Edison
157. Agencies unable to use the system continue to submit work on the old system and plead for more time.
158. the information is either nonexistent of incomplete/I have to go other avenues to find the information I need.I understand those areas will dissarear in July.After them I am very unsure how much of my job I will be able to preform.
159. We can't tell what is billed in edison and what has not been billed.
160. Some purchases require processing as a specialty item purchase due to their nature, i.e. discounted, as per catalog pricing, etc. This takes more time than it should. Some contracts have not yet been loaded into Edison and payment must be done thru Direct Purchase Orders, even 5 months in.
161. Contract items
162. HAVE TO ENTER EXPENSE CLAIM INFORMATION TWICE ON SIDEKICK AND EDISON
163. New contract not awared in Edison and it is taking time to move into Edison so we have no active contract in Edsion. The contract which are in Edison have not specifications attached to them. It is very hard look at a Contract in Ediosn to tell what agecny or building the contract is for.
164. I have to pull reports so I can get the Edison voucher number so I can look up payments. I have to re-do journals several times. I have to re send journals to other depts because they do not complete their part. Other dept send us journals that I have to email them and have them correct. I have to wait for payemmts to upload to Edison.I have to wait while the server is down because I can not access Edison. ECT ECT.
165. all

- 166. timeframe
- 167. Have had to email documents for TA.
- 168. The systems Financial report has not been able to give clear and distinct data information as was the case in STARS. If that will change I do not know, but time is of the essence.
- 169. My job requires to print some work items out every morning. plus print the work out first, then, read items, then assign items. so, I have to organize job work.
- 170. Trying to determine revenue by type, preparing monthly financial statements, tracking prior year reduction of expenditures
- 171. I am having to re-route travel claims because the supervisors were not setup to approve. I have to request for certain invoices to be paid because they were overlooked.
- 172. It took 3 people over one hour to find the contracted vendor so we could submit a request for services. Several vendors are listed under the business owner's name not the name of the business. Make it difficult to order supplies and services.
- 173. Overtime projects are more difficult to enter and get approval.
- 174. NO ANSWER
- 175. Contracts for fund 11 were not moved over in the initial start up. This has caused and is still causing double the work to process payment request first through F & A - STARS - and then process payments into Edison. This causes delay for the contractor. Our internal process is still having multi issues with allowing Federal employees access to approval levels. This causes 3 state employees to work each step. The chart field information is still having issues, with incorrect data in several levels - example - location codes -.
- 176. too many steps to access needed information - some information not yet available that is needed
- 177. Difficulty in balancing monthly reports.
- 178. Have to learn how the system processes approvals to perform my job function.
- 179. We are having to require employees to travel without approved TAs and risk not being reimbursed in a timely manner or not at all.
- 180. Requisitioning, invoices for payment, projects...
- 181. Everything takes twice as long as before making our job more difficult.
- 182. must purchase supplies elsewhere
- 183. almost everything we do seems to require a work around

184. NOW I DEFINITELY NEED TO BE SURE AND MAKE SCREEN PRINTS OF TRANSACTIONS TO PROVE THAT I ENTERED INFORMATION CORRECTLY AND THAT EDISON CHANGED OR DID NOT RETAIN THAT INFORMATION
185. Information not always current in Edison.
186. We are having to by-pass some of the ways the system was set up to work in order to pay invoices.
187. Many, many excessive hours are spent dealing with Edison issues.
188. A large portion of my job is the analysis and review of transactions of other agencies. I have no access to be able to review reports of transaction processed. Currently I have not been able to do my job for the agencies on Edison.
189. We still do the old way and then we do Edison so we will have records
190. Everything is now centered around Edison. Our work is secondary to accomplishing Edison needs.
191. Can not complete purchasing of needed items because they are listed as APCAT and Edison can't deal with that. This should have been taken care of BEFORE Edison ever went live.
192. I have to ignore the fact that we have grant contracts and not service contracts.
193. I need to extract and report on data. There is no written documentation for database structure. I need to ask for significant help from the few people that do have knowledge. We need to know where the data is stored in Edison. As of this point in time, I and the people I work with do not have access to this information.
194. Manuals do not address problems or miscommunications. Some of the needed instructions are left out of the manual.
195. Whatever works on Monday no longer works by Wednesday and then the following week, I will have to ask someone why I can't do the same thing again to get results. Its like they are updating components of the system and not telling anyone so we are constantly having to find new ways to do what we need to get our jobs done.
196. Exceptions you can't define and must wait for help desk to explain, thus delaying payment to vendor. Certain corrections on matched documents can not be corrected without help desk assistance.
197. Still have to rely on the old system to obtain required information.
198. fill out time reports and expense reports

199. The manual that I was given showing pages of 'computer clicks' to process invoices requires triple the time to execute a single invoice for payment. It was assumed that we would know codes, numbers, acronyms. The choices for a single computer click were many and it is very easy to make the wrong choice. Several necessary computer clicks were left out of the manual and thus the payment could not be made until a 'help' source added a 'click' step.
200. As stated earlier, I have had to make adjustment lines on the po's
201. Over half of the time we have to order supplies and services off contract due to the time it takes to have a purchase order approved.
202. More time is spent approving transactions and less usable information is available for analysis. Therefore I have to compile spreadsheets for additional analysis.
203. We are not allowed to process supply orders through edison, only Budget. This puts a delay on purchasing needed items in a timely manner.
204. by work arounds, I mean the work arounds that we seem to get daily from Edison.
205. No consistent training of full job for each position.
206. sometimes you run into a glitch in the system and have to restart -- this may fix the problem but sometimes not
207. There are about 75 steps to enter a single contract --including copying scanning.pdf file,-- with NO support staff.
208. We only use McIntosh computers at our home and I can not access Edison on our computers so I have to make a special trip to the library or a friend's house to use their Explorer PC 3 times a month. All of my work in my job is done at home or visiting clients.
209. Still maintaining a manual travel claim form for comparison to edison calculations due to the difficulty in reliance on mileage calculations from point to point. Also very difficult to record overnight travel expenses compared to the manual records.
210. I HAVE TO USE EXCEL SPREADSHEETS TO KEEP UP WITH GRANT BALANCES.
211. Asset management is not working well.
212. Payment dates, PO Matching, Payment Term Defaults changing vendor numbers to get vouchers to unmatched

Wave 2

1. Check machine and debit machine is not working yet. Takes much longer to do deposits than old way. Loss of repetitive work.
2. Duplication of effort in ordering supplies.
3. We no longer do p-card on Edison, we send all receipts to Nash. and someone there enters the information into Edison
4. I don't work in the fiscal except for Travel claims. These are difficult to do because I don't have that many staff members who travel.
5. The system records information fine, but retrieving data in a manageable form is almost impossible. This is largely due to our not having the necessary rights at the agency level to query the tables to get information. For example, we have yet to be able to get an overtime report out of Edison that satisfies managements need to track overtime dollars, and we are unable to make modifications to the inventory items that were loaded in error because those functions are out of our control. And there are others similar circumstances.
6. no definite reporting available
7. paper trail
8. more often entry/approval required than previous system. requires more office time.
9. Information has to be keyed on days that is required by edison even if you plan to be out of the office that day.
10. for one, when payments currently come from grants, the 'project' or grant area/fill in doesn't work, so when I finish keying, I then have to take a copy to someone trying to work around that non-working function...again there is one instance!!!
11. Edison is not very helpful to me. I would prefer to have 3270 back as the main system.
12. Most of my work requires time in the field, not in the office. I have to take time out of the week to come in to the office to complete edison tasks. Time reporting is easier but the financial modules require too much time out of each week
13. Having to personally contact mgrs to approve TA and ERs. Have to perform frequent follow-up to verify status on various staff. Receive no email notification of problems, status, etc.
14. When purchase orders are created payment terms default to net 30 instead of the correct pay terms. It takes a long time to correct these after the fact (receiving report now has to be deleted, purchase order changed, received again all before the invoice can get processed).

15. Approval of travel claims is tied to the person who is listed as the employees reports. The next higher level of management for this employee should be able to enter and approve travel claims. Instead, this approval has to be delegated to someone else.
16. Extremely time consuming
17. cannot stay on same schedule as rest of full-time employees
18. Procurement Officer has to order some items offline.
19. I have to create requisitions I never had to do before. Wait on it to be approved, then I can create a PO and then wait again. I have been waiting several days for jobs to be approved and when I ask about them, I am told they are too busy with Edison to do what I need done.
20. sodas are pending. Unit prices are incorrect. have to contact vendors for correct prices before can enter req. Some contracts are still not listed and have to contact vendors for current contract prices.M J Kellner and Gordon Foods new contracts not entered yet.
21. data base recreated to reform inventory and receiving functions
22. Travel claims that used to be uncomplicated calculation of mileage within the county area must now be handled differently.
23. In requisition's we are entering most things through special request even with contract items. In payables we are paying invoice's driect payment because price's are not matching the purchase order because prices in Edison are wrong.
24. Not being able to get the revenue detail out of the system that we keyed into iNovah.
25. Just takes longer to file a travel claim than previously.
26. not sure
27. constant need to check to keep from missing deadlines
28. EDISON IS MORE TIME CONSUMING
29. We have to find ways to process local point to point travel without actually showing it as point to point travel, since we have these entries flagged.In addition, the4 calculation of the point to point mileage is not the same as the mileage reported on Rand McNally, which we have to use when preparing our expense claims on Sidekick.
30. I have to keep spreadsheets in excel to be able to keep up with everything I do in Edison and make sure it is correct
31. Tracking leave and attendance to make sure that all leave is entered and approved timely, exceptions tracking, additonal time in approving travel claims

32. Due to the length of time for the approval process in edison on Travel Authorizations, many opportunities for outside agency training cannot be approved in less than 45-60 days.
33. Cashiering and travel
34. System does not work properly.
35. Items that should be in the catalog or on the contract at not listed or contract items are incorrectly put into Edison.
36. My lack of adequate access to search/query on procurements I must approve forces me to ask a coworker to pull up records in Edison from time to time.
37. TAKES TOO MUCH TIME - HAVE TO SCHEDULE AN EXTRA DAY JUST FOR EDISON WORK
38. Lost data, late payments to community vendors, keeping programs running without funds to support them
39. paper 211s, and other paperwork which were to be boarded
40. We used to just have to key in amounts for our travel or write them on paper. Now, we have to take time out to login to the Edison Travel Center, key in description, comments, etc. Then we have to go back and forth between 8 different tabs just to key in one day's information! The cashiering system locks up quite a bit too. It's gone completely down twice in the past 2 weeks! We weren't even able to enter stuff manually! Ordering supplies through this system is a nightmare too.
41. This system requires more of our time. The system was suppose to be paperless. But it seems like more paper is involved and more time. You have to go to more screens with the new system than we did with the other system.
42. spending too much time redoing tasks on Edison when it should take 1 time to enter or approve something in the system. Having to wait for time management to run before you can check for errors. Spending all day and at home on Edison to make sure employees are paid.
43. system keeps going down
44. The Edison is not as good as Tops System
45. When checking budget or for approvals it takes a great amount of time to get results.
46. We are now having to do credit card procurement every week instead of monthly but still required to do the monthly paperwork: travel expenses forms are more cumbersome and time consuming

47. 1) Mileage for Edison point-to-point does not agree with allowable point-to-point per State travel regulations. 2) Travel report "Accounting Defaults" in Edison are set incorrectly necessitating re-entry every time. 3) System lacks transparency. Once an entry is keyed, there is apparently no way to look back at it. 4) System, especially attendance & leave, lacks flexibility. Time has to be entered on a weekly basis even though our reporting periods for A/L are bimonthly. Deadlines for entry in A/L are too short.
48. In FMAX there are no options for some pertinent information.
49. Cashing has to be done all on the same day even if the system goes down. Therefore 2 times the work. I will do it one day the system goes down so I have to find how to get rid of the batch I was working on the previous day and redo the batch.
50. Edison takes too long to enter data. Then you have to wonder if it was done right, and no one can tell you if you have to not.
51. Still have to look for ways to accomplish task.
52. Travel claims must be duplicated. Miles calculations do not and cannot match actual for point to point.
53. not knowing completely what to do in some cases, if some mistakes are made, I'M NOT SURE OF WHAT TO DO.
54. Just about everything in Professional Services Contracting requires a work around. We are getting e-mail updates almost daily on how to work around to accomplish our duties.
55. Tracking the status of payments is time consuming.
56. Generate several department reports because a summary report is not available. Do food costs manual by 'picking' the food items from the Inventory extension report. Combining the STARS Spending/Receipt Plan with the Edison Spending Plan to obtain the monthly budget projections.
57. can't get queries to provide necessary information
58. not knowledgeable enough of system to complete task required
59. Have had to order several things by using the old 211 system.
60. Contracts continue to be handled as "paper" transactions then loaded into Edison upon completion.
61. We are still using paper request for requests to be entered on Edison by our department fiscal office

62. The only real problem I have at this time with travel concerns not being able to subtract commute mileage as before. We have attorneys who go directly to the courthouse from home but then return to the office later in the day. It is very confusing right now figuring out how to handle these situations. We are asked to figure how much mileage should be claimed and find a location with comparable point to point mileage and claim any extra as vicinity. Also, it would be easier if we could copy an entire travel claim and just change dates instead of doing the whole claim over each month - if that is possible, I haven't heard of it. As of right now, entering travel in Edison is slower, but I do like how quickly claims can be submitted, approved, and paid and that this can be done from any internet connection.
63. The print function in expense reports is useless for users who want to know basic information about trips (ie, how many miles were traveled and from where to where). Also, after an expense report is approved, there's no where to go within the report when viewing to find out the originating and destination locations of a trip. Therefore, that information must be entered elsewhere for that expense line. This causes redundant actions for agencies who want to track that information for auditing purposes.
64. Journal Vouchers/we need a workshop to understand how to process JVs
65. Employee Payroll
66. With the Edison Financial Component taking over 500 % more time to process purchases it decreases productive work time for daily operations both for myself and for employees I supervise. Weekly accounting of purchases as opposed to monthly accounting that was required under the old system of purchasing itself accounts for a large share of "new" time required for our employees to account for purchases. Couple this problem with the fact that many employees do not have immediate access to the internet increases lost work time due to the Edison Component. Additionally under the current system employees are still required to submit paper accounting logs of purchases which was the only reporting requirement under the old system. With the Edison Financial Component this paper log is still required along with the Edison reporting thus discounting the weekly versus monthly reporting problem the Edison Component adds additional work and lost work time for our employees.
67. have to manually key some correct fees harder to keep up with time
68. Travel claim - location requests must go thru help desk before a travel claim can be completed if the city is not in mapquest. 24 to 48 hour wait
69. having to wait for others to approve po's and req. in order to receive.
70. I need to get help from our HR person - who is excellent - to get Edison completed correctly
71. Have the request orders and have approved then someone else has to do the requisitioning and purchase orders, then I do the receiving of items when delivered to the office.

72. As service procurement coordinator, I enter contracts and grants into the Edison system as the "contract administrator." Since I have a wet signature from our agency head on contract documents, I have also been designated as "agency head" for Edison approval routing. Workflow "bypassed" me when I submitted a contract, thereby necessitating a work around in order for OCR to approve my contracts. The system would not allow me to enter the actual agency field person who the contract belonged to as the "contract administrator" even though we had listed them as such in the role mapping exercise. We are now entering them where the contracts are attached but the system now notifies agency field personnel, rather than me, that their contracts are approved and ready to be dispatched and executed. I still cannot enter direct purchase authorities and gain approval from OCR because of the same problem (workflow "bypassing" the agency approval since I am both requester and approver.)
73. no
74. can't purchase supplies in timely manner. can't use procurement card.verification of procurement card purchases is extremely difficult. do not always have access to computer to verify transactions. causes work station to have be changed, whether convenient or not.
75. can't enter new assets. Had to get instructions on how to key surplus property from another agency.
76. I travel every week. In the old system I simply handed my claims to an admin to file. Now I spend three hours every week doing nothing but filing travel claims and have recieved no formal training for Edison nor do I have complete access to a scanner to file reciepts. Edison has placed more work on the average employee yet the folks who formerly did this work are still on the payroll.
77. Need to repeatedly contact help desk for point-to-point mileage and locations to be set up in Edison for tranvel claims.
78. Time is constantly required to fix problems with system.
79. role mapping not correct for field offices. approvers/requisitioners and other purchasing issues not resolved and not time efficient.
80. Contract and vendor conversions did not convert accurately--contracts mixed together, vendor reporting (1099) left out. Item ID's for assets not available, so payments cannot be processed.
81. having more than one cashier and using the same machines to process payments is sometimes a hassle when your in a time constraint if your workload is heavy.
82. Always waitins....for some one to approve for the system to process for file net to upload, ALWAYS WAITING
83. New program takes more time.

84. I am working over 7.5 everyday to try to keep up my work and I cannot keep up.I have been teaching others how to do their work and cannot learn my own for helping others to do their work.
85. Annual Leave and Sick Leave do not poston time
86. As per catalog contracts do not work in edison and you have to create a Direct entry P.O.(which is for items not on contract) in order to make the purchase, also I have found that when use certain account codes such as 70902000 (lab suppiles) this builds a approval for Assets when we are purchasing consumables and you manually have to go into the system and remove all automatacally populated files in order to remove. You have to do this because it is almost like pulling teeth to get asset approvers to even view your req.
87. Its like this survey,you are looking for answers that are to numerous to describe.These questions are really not applicable to most peoples jobs.when it takes 40 sheets of paper to complete an order when it used to take three,I guess save a tree or peoples jobs don't really matter.
88. This takes more time to complete than previous system, too many steps in it that have no explanation or guidance to them.
89. We have to do the old travel claim fist before we can do the travel claim on edison.
90. There is some functionality in the Purchasing module requisitions that is not available in eProcurement, and vice versa. Therefore, sometimes switching between the two is necessary for some requisitions. When a contract could not be attached to a special item request, the line comments had to be used to specify that a contract was being used. Queries are used to get information such as item IDs and vendor IDs, especially since some vendor names changed from TOPS to Edison.
91. There is no work flow and no solutions in place to allow for normal procedures and exceptions to the normal procedures. Items on contracts is about impossible to find. Not loaded in Edison nor item numbers and contract lines do match. No infomation searches in Edison.
92. GRAINGER WEB DOESN'T WORK WELLITEMS ARE EXTREMELY DIFFICULT TO FINDSOME VENDORS AR IN TOPS BUT NOT EDISON SOME VENDORS ADDRESSES WON'T TAKE
93. to get needed supplies - purchasing with own money - no expectation of submitting request for reimbursement
94. Multiple meetings and phone calls weekly to deal with to conduct business given system won't pay vendors, won't amend contracts, issues sit unresolved and unresponded to in Nashville etc.
95. requisitions, time keeping

96. Procurement card purchases must be validated weekly, before Edison credit card reports were done monthly. It requires about the same amount of time as before, but effort has to be made on a weekly basis to ensure the purchases are approved.
97. Did not receive enough advance training when had to start filing expense claims on Edison.
98. I spend more time on the computer verifying approving scanning attaching clearing up exceptions contacting officers to check their computers put in your time so I can approve your time and transactions.
99. I spend much more time in the office taking away from field work
100. I've explained in previous questions.
101. We are not informed of changes in procedure of how to handle Tricor and Cook Chill purchases in a timely manner and the instruction are very vague.
102. We had to create our own database to attempt to track and reconcile our data.
103. Purchasing, contracts, grants, authorizations, duplication of entries, vouchers, etc continue to cause problems
104. I am having to conduct training classes myself to get the requesters/users to be able to correctly submit requisitions. I am having to correct errors that users are making because not enough training was done. I have more screens to have to complete to get an purchase order done and the same is with creating a Requisition.
105. when system goes down which is quite often you have to scramble to try to find information which is usually lost in the Edison system
106. We have two secretaries, 1 cash box, 1 computer with iNovah installed but we are suppose to have different batches for each secretary. If the cash is off we have no way of knowing who made the error. We have only 1 scanner. I have to have the secretary stop what she is doing, scan my deposit slips, e-mail them to me so I can download them to iNovah. constantly have to change the batch dates because they have to match the deposit dates. If the system goes down we have revert back to the old system using the old receipts and go back later and get them entered into iNovah.
107. Entry restrictions are continuing to cause complications.
108. Previous orders were recommendations on our part. Now we have to submit the epro requisition ourselves. This was not part of our job description.
109. all aspects
110. Listed under incorrect supervisor (actually person is retired). My supervisor has to take extra steps to get our claims approved.

- 111. Why can't we get complete training and our questions answered?
- 112. I have had to reenter purchase orders that cannot be corrected.I have had to put purchases on hold until we can obtain accurate information.We have had to postpone entering travel claims for several employees so that their account defaults could be updated - thus delaying their payments.
- 113. The problem with the four day deadline with claims submitted at the end of the month is maddening.
- 114. equipment,supplies, etc need asap cannot get
- 115. We had to do a manual spreadsheet to keep track of our warehouse inventory for the last two weeks before implementation on April 6th, and wound up continuing that spreadsheet through the end of May. I may still wind up having to use that spreadsheet through the month of June. We have also found differences between the manual inventory spreadsheet and Edison's Inventory Value Report due to the fact that some items, that were considered stock items before Edison implementation, don't have an Edison stock number. Also, our warehouse receiving clerk has had trouble getting caught up with his receiving since implementation. This causes the Inventory totals in Edison to be inaccurate. I believe that there may have also been misunderstandings in how Edison handles converting from one unit of measure to another.
- 116. The grant module is not compatible with our business process.
- 117. Additional steps in processing and recording our all applications.
- 118. had to proxy my TA authority
- 119. This system takes so much more of my time to accomplish, what should be, simple tasks, I find it difficult to do the work I am actually paid to do.
- 120. We have trainings in place and need materials/supplies for them. In some cases, we are having to go on our own to get them on time.
- 121. We prepare our travel claim same as always, give it to someone to approve, and after receiving approved claim back do we enter it on Edison to submit.
- 122. There are some things that we have put off because we do not know how to do them, such as journal vouchers.
- 123. You lose quite a bit of time working on other job assignments devoting so much of one's time to Edison.
- 124. There are problems with the Sourcing module & it appears that NO ONE cares. Agency buyers should be able to post these with other's approval. However, the sit waiting on "someone" to approve. You can call the held desk, folks at Purchasing & your central office folks until your exhausted & the problem does not get addressed. Then, you end-

up canceling the event & doing what it takes to create a PO. The bottom line is the job must go on despite the system.

- 125. Too much back and forth
- 126. We are waiting for some help about how to create a Journal Entry and Reallocations
- 127. I do not have the time available to input data for the Edison system. My staff has been assigned those responsibilities, even though I know that it is something that I should be doing. However, the lack of training and the amount of time that it takes me makes it less efficient for me to do it. My staff takes a much longer time to accomplish the same task than in the past due to the use of Edison. I was not available for training because when my classes were assigned (three working days in advance) I was scheduled to be out of town on an approved business trip. When I canceled my attendance with the explanation that I would be out of town for a week, I was assigned a training class for the day after the original assignment - when I would still be out of town.
- 128. Travel must be approved through several steps before entering into edison.
- 129. make many,many more phone calls for help in getting tasks accomplished
- 130. takes to much time
- 131. Edison Has way too many steps to get the same thing done we had in tops and stars. Seems to not really be designed for the State of Tennessee but for generic use
- 132. put in time and have to wait until it runs causing delays. Travel forms are more confusing and time consuming. have trouble finding personnel.
- 133. I have to wait on the system to show the work that I have keyed inorder to get it aproved. I also have to wiat to be notify if the work is out there to be keyed. Not sure of wait back up is needed to complete the journals.
- 134. It takes three times as long to complete the same tasks. The system is very inefficient.
- 135. Because agency is not completely live but aspects of job duties are it is requiring alot more time and patience
- 136. Not receiving detail accounting information in a user friendly format.
- 137. Having to talk with other warehouses managers in the area to help me get problems taken care of
- 138. Radio repair now has to be run through facility max and the procument request have to be ran to procurment to be walked through the process it is cumbersom and too indepth for someone who only has to deal with this system in spurts.....

139. 1 credit card purchase requires 47 steps in Edison to complete the transaction, just 1 of many similar instances
140. Things I could do myself now require help from support staff. I think twice about undertaking anything that requires reporting or submission through Edison's Financial Component.
141. Too slow
142. it is not feasible to have to submit leave request several weeks in advance
143. Cannot use Strategic Sourcing. Bids are still being solicited and notations made in the file but the agency mapping for Strategic Sourcing is not correct and has not yet been corrected.
144. The time I spend on Edison issues prevents me from meeting my daily objectives for both my employees and the victims of crime. Lack of timely procurement of supplies is effecting public safety and the courts.
145. All aspects of Edison takes up enough of my time that it makes it difficult to accomplish my day to day job responsibilities. It takes much more time to complete the same tasks on Edison than it did before implementation.
146. Edison does not handle conference registration and payments for travel.
147. several employees do not have access to computers
148. paper and electronic time reporting
149. .
150. reports are terrible. Have to run reports and perform extensive manipulation to get the data in the format I need (if I can get it then).
151. Having to jump from one job to another trying to get something completed.
152. Previous financial and human resource reports (ie. voucher registers and employee overtime, etc.) are no longer available. These reports were used to monitor the compliance of the facility.
153. We are trying to find ways to reduce the time necessary to process Edison tasks and to accomodate employee needs with regard to access, finding substitute processors when employees taking leave or sick, finding assistance when normal assisting personnel are unavailable, trying to reduce mileage needed to find computer access, etc.
154. Have been unable to order supplies required to complete the job, and have been unable to have access to do so. Will have to get someone else to do it who doesn't have time either. Planning for who had initial access to purchase was VERY poor. Only one person in my

dept was given access to purchase, and they took the buyout LAST SUMMER!! We JUST found this out. There was no communication with depts about this.

155. Several contracts, line items, NIGP codes were not transfered into Edison correctly causing a failure to copy requisitions into PO's. I have to do extra searching for contract information which was a lot easier in TOPS, ets, etc,
156. UNABLE TO GET SUPPLIES TO PERFORM JOB..ESPECIALLY TONER FOR THE PRINTERS AND COPIERS...NOR SIMPLE REPLACEMENT PARTS FOR THE SCALES, NOR INK PENS
157. things in Edison are not reported accurately so I have to go back and use old files to get questions answered. No one knows how to go back and enter anything correctly.
158. It seems cumbersome, work does not flow,
159. Since STARS data accumulated prior to conversion to Edison has not been loaded into Edison, I am having to add numbers together from the old STARS system and the new Edison system. This slows my workflow down.
160. I am having to do more work to get the same job accomplished in Edison as before.
161. One example: Edison was apparently not set up to handle no cost travel, so we have to enter a \$1.00 "placeholder" when entering TAs for no cost travel. I expect more from a multi-million dollar system.
162. Having to be at a computer on Tuesdays to check procurement cards every week does not always work for field personnel like myself. Needs to be some sort of leeway on this reporting.
163. around aspect, I do not understand edison, so how can I work around it.It is either do it on edison or it doesnot get done. no way around it.
164. Still have to do things the old way and the new way until Edison is working correctly.
165. Everything takes so much longer. All actions take two or three screens to complete tasks.
166. edison is a bad idea
167. The time required to enter ANY payment or to request any supplies thru procument is astronomical
168. less normal commute for travel
169. HAVING THE 1ST PERSON TO LOG ON TO START A PROJECT., THEN HAVING TO LOG OFF, IN ORDER FOR SUPERVISOR APPROVAL.TAKES AWAY FROM OTHER DUTIES. TAKES TOO LONG TO LOG ON

170. I have to wait to scan deposit slips, Inovah has to be taken down to scan. I have to work from home to approve time because of the wait for run time after keying in time. Putting into people soft is time consuming, it is to be done within 2 working days. That is almost impossible because of work load./
171. double checking to see if batch info was received, called back to office for new Edison deadlines, manual reading, and password changes
172. The lack of accessible and knowledgeable contacts for assistance delays and sometimes completely stops the processing of requisitions and purchase orders. The vast number of approvals required for requisitions, asset management, sourcing, payment cards, and purchase orders drastically slows down and complicates the purchasing process. The current payment card procedures required by F & A makes it impossible to complete job assignments for all agency employees.
173. Travel claims used to be one simple understandable form to fill out and attach receipts to. Now it takes 5 weeks to get one travel claim completed through all the approvals and other hoops that have to be jumped through to get the people paid the money they are owed.
174. Surplus property does not work right and has to be downloaded and then emailed to surplus property. Can not put state tag numbers into the system.
175. Purchasing issues are taking much longer due to the difficulty in getting approvals from F&A personnel. as a result our purchasing division has been thrown into a state of extreme stress and frustration.
176. more time need to complete tasks
177. It never seems to be the same way twice
178. all the info is not there to feel secure in being accurate-so we find cheat cheat info to make us feel confident-
179. Just to find a vendor number is very time consuming. To pay a bill is much more time consuming. To process a Journal voucher is 100% more time consuming. The only process that Edison has improved is the travel claims.
180. Reporting is a huge problem. I have to keep separate excel sheets and put the data out of Edison into the sheets. Have not been able to find what I need in a query, report or screen within Edison. Takes tons of extra time. ITS BEEN A WAR ZONE! This is the worst implementation of a system I have ever seen. NO UNDERSTANDING AS TO HOW, WHAT, WHEN, WHERE THIS SYSTEM WORKS! WHERE'S THE OVERALL PICTURE!
181. Contracts not being in Edison and or not being able to enter pricing because of pre set pricing that is incorrect. NIGP codes are vague or do not pertain to what we order.

- 182. It takes longer to accomplish everything that needs to be entered.
- 183. I am only able to do revenue projection because I am not sure about how our journal vouchers are going to process. We need training or more information provided regarding general ledgers and JV transactions. Also I am not sure how our expenditures the last three months are going to affect our budget. We use to rely on reports we were familiar with, but now with us processing through two different systems within the same fiscal year, just not sure how our financial reports will turn out.
- 184. Some of the procurement functions are doubling up on the work load
- 185. the waiting for issues to be resolved, waiting for approvals, lack of direction, etc
- 186. Problems with the amount of time it takes to get a PO number
- 187. Since the system is not working properly, you always need to find a way to work around the glitches.
- 188. The implementation on April 1, created probable of handling expenditures here at year end - terrible time to make a changeover - all should have been July except for test site so problems could have been resolved
- 189. I could approve credit cards once a month and it would take an hour or so. Now it takes logging in almost daily.
- 190. I now try to avoid using the state issued credit card to procure items needed to avoid the weekly procurement report.
- 191. considerable increase in time taken to approve requests. logging in several times per day and going thru several screens to approve an item that previously took an initial on a piece of paper
- 192. We cannot get invoices paid, we cannot set up new contracts. We cannot get funds appropriated to existing contracts.
- 193. It takes more time to do the entry as there are more items to check and more numbers to enter.
- 194. systems are too time consuming
- 195. I was not hired to do this, I don't/can't sit in front of a computer all day and do someone else's job.
- 196. t
- 197. still trying to get travel payment for the FOURTH time
- 198. Don't purchase needed items as I don't have the work time to process invoices anymore

- 199. Have to improvise and trial and error to input into the system and complete transactions.
- 200. It just takes so much of my time to do Edison.. I am in the second wave.
- 201. To obtain budget and contract information
- 202. Continue to perform the same as far as paperwork; then additional work to actually key data; and approve. Not notified when to approve invoices through the system. Before, we initialed off and now staff reviews and submits.
- 203. THE AUDITORS IN MY GROUP FREQUENTLY TRAVEL OUT OF STATE. MOST OUT OF STATE CITIES THAT HAVE A HIGHER PER DIEM AND HOTEL RATES THAN THE STANDARD CONUS RATES ARE IN THE SYSTEM, THERE ARE FEW OUT OF STATE LOCATIONS FOR WHICH THE SYSTEM WILL CALCULATE POINT TO POINT MILEAGE, THE STANDARD PER DIEM, AND THE STANDARD HOTEL RATES. WE MUST CALL EDISON AND HAVE THEM ADD THE MILEAGE, PER DIEM, AND HOTEL RATES WHENEVER WE GO TO MANY OUT OF STATE LOCATIONS, PRIMARILY SMALLER CITIES. IT TAKES SEVERAL DAYS TO GET THE LOCATIONS AND RATES ADDED. APPARENTLY THIS IS GOING TO BE AN ONGOING PROBLEM. I'VE ALSO NOTICED THAT IF ITEMS ARE DELETED FROM AN EXPENSE CLAIM, SOMETIMES THE TOTALS FOR THE REMAINING ITEMS ON THE CLAIM ARE INCORRECT. THEREFORE, YOU MUST COMPLETELY START A NEW CLAIM AND RE-ENTER ALL OF THE INFORMATION.
- 204. because some of the Vendor that is on contract is still not loaded in EDISON and we have to do our supply on special request and keeps on checking the items/vendor if it is on contract before we can process our requisition
- 205. Edison is too time consuming it interferes with getting my daily job done on time because of Edison
- 206. Travel claim takes too much time to process. Too many steps - too complicated. Would be more helpful if you could see the whole screen at one time. Also, just because you have the 3 steps mastered, that doesn't take away the complication of the travel. Would be helpful if given prompts. Travel module needs to be remodeled - simplified.
- 207. VERY MUCH TIME CONSUMING ON A DAILY BASIS TO ARRIVE AT THE SAME ANSWERS AS THE OLD SYSTEM REFLECTED.
- 208. Contracts aren't loaded properly. New contracts aren't immediately available for use. The system won't calculate discounts when given an amount.
- 209. Because the necessary people do not have needed supervisory access, we often have to do a "work around" in order to accomplish our tasks. There is also an issue with not being able to fix an error and then knowing who to contact when we need help.

- 210. One function I have is to provide information to municipal governments on payments that the state has made during the year. I currently have to go to STARS for 9 months of activity and Edison for the last two months. Another is the travel claim module which has an option to "save for later," but the saved data becomes dormant when the month is over, so I can't save a travel claim for several months until it is large enough to request payment. So I have to save my travel in excel and then transfer it to Edison when ready to submit.
- 211. I spend too much of my time with the exceptions.
- 212. what a mess. i have no idea WHAT i am supposed to be doing. the training was useless and i cant get any more.
- 213. I hate edison
- 214. travel authorizations and travel claims supporting documentation can't be read by approvers in F&A. F&A is inconsistent in what is required for TAs. Travel claim approval process is a mess. Can't see the entire claim, can't see what my employees are claiming and as such feel like I'm unable to effectively manage or approve their expenses.
- 215. No training, have to get information from others by trial and error.
- 216. Edison Point to Point travel codes provide incorrect amounts
- 217. I have to really check to see if I have everything, and then key it in. 50% of the time I am wondering if what I process is correct or will I get it back.
- 218. we now have to enter our on time, which slows down our service to the customers
- 219. ISSUING DRIVER LICENSE
- 220. Contracts are not loaded, and we can't do the req or po as we are supposed to. NGIP codes have been incorrectly labeled with asset tags when these items are not sensitive, not do they need tagged. Not all of the system is working.
- 221. Having to wait on finance to and the help desk to figure out where my information is getting lost and it cuts into my training time for county officials in the field.
- 222. Nothing in our warehouse is being received, issued, shipped according to sound accounting practices. We do not have the time to even order basic necessities and maintain inventory as we have always done in the past. Audits are not even possible in our current state. I am completely dissatisfied with Edison and would give my next paycheck if it would be abolished.
- 223. Have to work through Super Users for most everything
- 224. Our issues mainly revolve around other Department rules and requirements. For example, OCR requires that all service contracts still be approved on paper and then

approved a second time through Edison. Finance and Accounting now requires that all services be received in Edison although receiving was not required in the past (one extra time consuming step to paying vendors).

- 225. overtime leave, comp time
- 226. EPROCUREMENT REQUISITIONS TAKE TOO MUCH TIME ON EDISON!
- 227. In order to get orders processed in a timely manner, items that have asset attachments are not being chosen with regard to categories rather than being able to choose what matches. Choosing a new category is time-consuming, but saves several days in the approval process.
- 228. Contract orders, Requisitions, Employee Time keeping, Receiving. All this is more Time consuming than before, using the old system
- 229. CORRECTIVE ACTIONS NOT TOTALLY COMPLETED.
- 230. this system is worthless because in the past two weeks it has gone down to some extent 3 or 4 times. Yesterday the whole system was down, this morning we are not able to print receipts.
- 231. I have to wait 24 hours for the budget check to run before I can approve my staff's travel. Prior to wave 2 implementation, it only took a very short amount of time and always on the same day.
- 232. Same issues as before
- 233. Due to procurement contracts expiring, I am not able to purchase supplies. My request must be sent by email so someone else can directly enter it into Edison.
- 234. It is hard to send in reports due by Friday of every week, when you are out in the field.
- 235. due to a lack of formal training as well as complications in the system it takes time away from my normal duties to limp through many components of Edison.
- 236. I am not sure exactly what you are asking for here but, but there are things we do and/or information we need that was not considered before we were forced to use this system. Each Department has things that are unique to their way of processing. Edison is too generic and the training was the same, too generic. How we process and report our financial information is different than other Departments. Certain Departments work with licensing and other do not. Some of us have to track the payment history of licensees and the use of licensing fee codes, revenue codes and allocations along with user codes is just too complicated for the average user. At this point we are not paid enough for the complexity of the work we are doing, the amount of overtime put in to accomplish what is need to be done.

237. Travel claims are prepared using an in-house software program called Sidekick. Employees use point-to-point mileage based on TDOT map mileage to calculate their reimbursement request. We are still using Sidekick in addition to Edison. This is a duplication of effort, one of many. More importantly, point-to-point mileage is different between the two and there has been no reconciliation. The Edison claim is often greater than that calculated by the employee using Sidekick. Departmental mgmt and F&A have been made aware of the situation, but there has been no resolution offered. Employees and field mgmt are extremely uncomfortable with this situation. We have also had problems when the employee leaves from home rather than their official station. Edison does not have the flexibility to handle these situations effectively. Another problem relates to the accounting defaults. This has to be reset each time a claim is filed. Why can the default location not be made specific to that employee? Lastly, as a supervisor, I cannot view submitted claims after they have been approved even if I have the reference number specific to that claim to search by.
238. The amendment process for current contracts as explained in the workshops is not working and we have had to develop a new entry process.
239. Manually copying checks. Making notes on travel claims approved or attaching e-mail to explain things.
240. Not sure what the question means.
241. it takes longer and is much slower
242. Cannot change accounting information. Payroll accounting feeds into travel. Grant funded positions have different grants for payroll and operational. Been told to establish Excel Worksheets to separate funds. This is not possible.
243. When the system doesn't work it puts my work in a behind status.
244. Our Inventory is not working. Some items have no numbers and some the prices are wrong. Thus we can not preform any spot counts on inventory because we can not put the inventory in the system with the numbers and prices not correct.
245. It takes much longer to perform Edison duties. Have to work on it some; stop to perform other functions, and then return to Edison periodically during the day.
246. Having to report inaccurate information due to "point-to-point" mileage in Edison. Edison does not allow for field auditors' travel situations.
247. CANNOT KEEP UP WITH PAYMENTS BECAUSE OF THE TIME INVOLVED IN PROCESSING.
248. Due to TOPS Contract not converted to Edison. Required repairs can not be completed to radio sites, and tower repair, eventough the Dept. has lights out, the FCC could fine the Department \$10,000.00 a day until repaire or replacement is complete. The Department's employees are having to email other employees to have their document printed because

their printer has run out of ink. Repair parts can be purchased. All because of EDISON was not developed and properly tested before implementation.

- 249. Some of the travel mileage info in the computer is incorrect from point to point
- 250. Still not sure how this applies to current Job functions due to lack of information and training.
- 251. It takes too much time from my duties
- 252. Point to point mileage are not accurate.
- 253. Several phone calls to fix problems through FSA
- 254. N/A
- 255. The system is difficult to use - too many screens and doesn't progress logically. The progression screens aren't the same from day to day. E-card - why do you have to continue to click "refresh" to complete step.
- 256. Contracts have expired and unable to find Items I used to order.
- 257. Have to work around weekly procurement card purchasing verification.
- 258. I begin work earlier than Edison will allow approvals to take place.
- 259. Yes. Some issues still have to be processed in the previous system. Some of the new system processes do not work as we have been instructed they would.
- 260. 1- Trying to find out how would approve my batches, if the Fiscal Director " Our Boss " can't approve it, because Edison doesn't like her, ha2- Making more phone calls than I used to make before3- Inovah is just doubled my work load, and it's not even accurate4- every one is so busy, to help me with the simple things, not like before5- what I used to do it by my self before, now require 3 other to finish with me, " Trust Fund Deposit "6- Some of us may lose their access for NO reasons
- 261. I have not seen the following reports: a general ledger, spending/receipt plan, monthly revenue transaction, communications billing, grant activity report, grant drawdown
- 262. Procurement catalogs are not complete. Must spend online time researching product availability and information for requisitions.
- 263. xxx
- 264. Basically, all the information I needed was there prior to the implementation of Edison. Now, uncertainly, not clear, and a lot of searching is required. I have been with the state 22 yrs. I am use to new programs. Never had a problem. This, by far, is the worst program I have ever been involved in. I have cursed more now than I ever have in my life!!!

- 265. no
- 266. I still have unanswered questions regarding tagging assets.
- 267. Nothing works together and you can't always have more than one screen open and forget saving.
- 268. uploading credit card bills and statements and also making copies to mail to procurement. It has doubled the work load that was placed on each card holder.
- 269. N/A
- 270. ordering supplies to perform the job duties
- 271. Other person access still not complete causes more work for myself and other person in office.
- 272. For the functions I'm currently required to perform on EDISON, I've had little or no training. I'm basically performing these functions by trial and error; I'm also constantly on the telephone with the EDISON contact of our group. If I would have had ANY training, I'd feel more secure in the information I was inputting. Training helps.
- 273. a lot of the functions especially in procurement have added several steps to the process. I am taking work home most every night just trying not to be behind so much. This process is designed for state procurement
- 274. Balancing inventory
- 275. Contracts that were available to in previous system not available now because they have still not been converted to Edison format. Lack of ability to use these contracts has placed the agency in violations of FCC regulations and I do not have the ability to correct the situation.
- 276. The receipting process does not print out pertinent information for the clients, so it must all be hand written on the printed receipt. Time consuming and it has made receipt writing take up to three times as long as the previous procedure, before iNovah came along.
- 277. Reporting was not clearly explained during the training before implementation. We are having to pull several reports to get the same information that we used to get on one. Many journal entries must be completed to take care of payment issues because the ability to enter the correct information at the time of entry is not available.
- 278. Because, if an error on a contract, I have to do special requests rather than contract request.
- 279. I'm keeping an Excel spreadsheet of charges against a company or individual since they add up over time before an invoice should be sent. At times, I've encountered that the

invoice cannot be printed from Edison so I use Word to prepare the invoice. I have to keep a spreadsheet of customers so I can complete the document to send to F&A so my customers can be entered into Edison or address changes made. Payments for those customers who were billed from Word have to be managed outside of Edison.

- 280. Timekeeping. Our department does not allow us to enter time. I am now required to submit paper time sheets for each week due on Wed. for the WE the following Saturday. On the pay period WE, We are required to submit time for the entire pay period. The person that does this time entry is also our only secretary responsible for managing the day to day of our office. Due to their increased workload due to Edison, The Feild people have had to absorb many of the admin functions previously performed by her. This in turn reduces the time I have for inspections and reports. In addition, since going on the proccurment system. I have no ink for printer since October 2008, no resolution in sight. I am currently purchasing ink out of my pocket because without ink, I am not able to keep files and projects organized. I have finally become my own secretary and my work load increases daily due to Edison. Very unhappy. Workload is waaaaaay behind this time last year.
- 281. There are mistakes that were made in the old system that we are unable to correct b/c we don't know how. I have no answer as to what we will do or if we can correct them at all!
- 282. I still have to do all the regualr paperwork we did inthe past and now the Edison reporting has been added on. NO savings in work time at all and this system has doubled my time and paperwork per day.
- 283. required to more to finish daily reports
- 284. ENTERING CORRECT CODES FOR TIMES WORKED FOR OVERTIME
- 285. The Edison system requires weekly if not daily attention and takes away from my other duties.
- 286. I do other jobs other than Edison, hunter education, dispatching and helping law enforcement.
- 287. travel
- 288. more cumbersome, time consuming
- 289. No access to reports to complete work.
- 290. I HAVE TO LOOK UP VENDORS ADDRESSES AND PHONE NUMBERS IN THE OLD SYSTEM, I HAVE TO LOOK UP CONTRACTS ON THE OLD SYSTEM THEN FIND THEM IN EDISON TO MANUALLY PUT THEM IN BECAUSE THEY WON'T PULL OVER TO THE PURCHASE ORDER FROM A REQUISITION. I HAVE TO GO BACK TO OLD FILES TO LOOK UP INFORMATION. IF THERE IS TRAINING ON HOW TO FIND OUT ABOUT WHEN CONTRACTS ARE PUT IN PLACE I WOULD LIKE TO FIND OUT ABOUT THEM. THE BIDDING PROCESS WILL

TAKE LONGER BECAUSE YOU HAVE TO CREATE EVENTS AND MOST VENDORS ARE LOCAL AND ARE NOT SET UP TO E-MAIL ORDERS OR BIDS. WE STILL HAVE TO PRINT THE INFORMATION OFF AND GIVE TO ACCOUNTS PAYABLE AND THE WARE HOUSE SO IT HAS NOT SAVED TIME OR PAPER.

- 291. You cannot do reports that are accurate and correct. You must keep back up on everything and duplicate the reports that Edison should do.
- 292. Point to point mileage is not working properly and we constantly have to call and have point to point mileage added to Edison.
- 293. TDOC cannot transfer our own assets from one of our institutions to another in Edison without going through F&A. We transfer on average 150 assets per month between institutions. Additionally since DGS cannot get requisitions to process we cannot order a new Motorcoach that F&A has approved the funds for.
- 294. Have to re-enter things in the computer
- 295. do not understand ?
- 296. Time frames are extremely difficult
- 297. Travel issues. Prior approval info is fwd sometime as far out as a month before and we still have had to let some indiv travel without the downtown authorization coming back yet. When you forward prior approvals in Edison they just sit out there pooled for long period of time. When you call there always seems to be a question as to whom it was suppose to go to. Internal systems have been changed, but out of state request are a real problem.
- 298. We are still trying to accomplish our objectives with Inventory/Warehouse reporting
- 299. keep up with what you do during the day at all times and having to write it down on paper
- 300. We can not find comparable reports that we need to print.
- 301. again...having to wait for default locations & point to point...& I don't like having to wait until the "day of" to input expenses. If I have free time prior to a trip, I like to pre-complete the travel reimbursement request.
- 302. Since I can NOT receive any assistance as to how to obtain reports - budget vs actual - just something that I can reconcile and rely on, it is very difficult to do that part of my job. I need info. asap so that I can finish my strategic plan by July 1 (mandated).
- 303. I am limited to what i can do b/c i have to wait for whatever is before me to fully process now that folks are unfamiliar (it seems) to the new way to do things

- 304. manually filling in travel expenses, and adjusting the amounts
- 305. I no longer have certain security rights to add assets to the database that I formerly had with POST. I can't look up assets by serial number as I could with POSR, location asset information on Edison is much more difficult. The cashiering process takes much longer than it used to. The whole process of printing and scanning bar codes for each invoice is too time consuming and lacks efficiency.
- 306. Lack of accounting expense reports
- 307. Having to exhaust more time for what was once simple tasks.
- 308. The process of reconciling the payment card is not intuitive. The process requires doing things (clicking icons, etc) that are not intuitive. The process is obscured in "accountants jargon". It should be possible to create a module that would provide a clear, intuitive, step by step procedure for reconciling the payment cards. The present process makes one somewhat regretful that the payment card is the recommended process for making small purchases. It makes one wish to avoid using the payment card.
- 309. We are having trouble with ordering due to lack of training, and lack of receivers assigned to our office.
- 310. doing both paper copies and edison
- 311. Yes I have to talk to my departments budget office on issues. They advise what I will need to put to get into Edison. Such as entering \$1.00 on meals and lodging lines on TA's on an all included tuition for schools. Just to get submitted for approval.
- 312. It has taken me 2 days to do 2 small supply orders.
- 313. Good example would be submitting deposits into People Soft. It is ridiculous the way it is set up. You have to spend time searching for your deposits among hundreds of others with only dollar amounts showing.
- 314. New State Payment Card Policy for Edison requires me to upload "original" copies of documentation. I have had to obtain software so that field agencies can scan this documentation to me so that I can meet the deadline. This deadline pre-Edison was 3 WEEKS, and post-Edison is barely 2 DAYS. This just doubles the workload because I am still required to obtain the actual originals and keep them in a file.
- 315. Approvals are coming to me as expected and other departments approvals are coming to me that shouldn't.
- 316. I had to make a 20 minute phone call to my procurement office to place an order for a vital product. The state contract (paper version) has 18 line items, each with unique descriptions. The edison version had 15 line items, and did not have any of the critical wording of the item descriptions as listed in the old contract. In addition, Edison used English units of measurement for the items; the contract uses metric.

- 317. i have to organize myself to allow time for field observations and edison work.
- 318. Because faulty information serves as the data base, accuracy in reports must be frequently corrected to reflect reality
- 319. Using other sources of information to document grant expenditures.
- 320. Access to SWC's is harder (old TOPS #'s, etc. to new Edison)
- 321. It is taking more time to figure out travel because Edison is reversing the order of travel.
- 322. I have to do try to do everything several times before it gets processed. When there are user issues, the system message are not informative.
- 323. not all data loaden in Edison that we use for reporting
- 324. Currently I am not able to balance revenues and expenditures for billing/paying other state agencies for services used or rendered.
- 325. takes to long to get issues corrected, needs have to be meet therefore if unable to use contracts in the catalog section enter as special request and document.
- 326. The ordering of supplies take more time and entering the travel is complicated.
- 327. We as employees work for edison this system doen"t work for use for the price tag
- 328. The travel point to point is difficult when we have to account for our normal commute milage and sometimes the point to point on edison is more than actually driven

Wave 3

This question does not apply to Wave 3.